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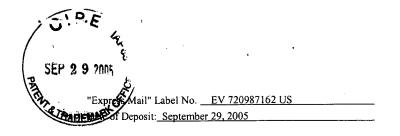
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(\$)	Application Number	09/660,785			
TRANSMITTAL	Filing Date	September 13, 2000	er 13, 2000		
FORM	First Named Inventor	Hansen, Benjamin E. et al.	. et al.		
	Art Unit	2645			
(to be used for all correspondence after initial fil	Examiner Name	Roland G. Foster			
Total Number of Pages in This Submission	11 Attorney Docket Number	20366-069210			

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ENCLOSURES (Check all that apply)											
	Fee Transi	mittal For	rm		Drawi	ing(s)			After Allowance Communication to TC		
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\boxtimes	Amendme	nt/Reply		Petition				Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)			
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	Reply to Missing Parts/ Incomplete Application Reply to Missing Parts Reply to Missing Parts under 37 CFR 1.52 or 1.53 Reply to Missing Parts under 37 CFR 1.52 or 1.53 Reply to Missing Parts under 37 CFR 1.52 or 1.53							filed with 23 total claims ms having previously paid			
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT											
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Printed	William J. Daley										
Date	Date September 29, 2005			1			Reg. No.	52,471			
CERTIFICATE OF TRANSMISSION/MAILING											
Express Mail Label: EV 720987162 US											
I hereby certify that this correspondence is being deposited with the United States Postal Service with "Express Mail Post Office to Address" service under 37 CFR 1.10 on this date September 29, 2005 and is addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.											
Signature Sara B. Hatlak											
Typed or printed name Sara B. McPea									Date	September 29, 2005	



Attorney Docket No.: 20366-069210

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Address" service under 37 CFR 1.10 on the date indicated above and is addressed to:

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P.O. Box 1450

Alexandria, VA 22313-1450

Sara B. McPeak

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR

ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland

Roland G. Foster

Technology Center/Art Unit: 2645

Amendment

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed July 1, 2005, please enter the following amendment and remarks:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.